REPLACEMENT SHEET

COPY

OIPE IAP75
APR 17 2006
PATENT & TRADEMARK OFFICE

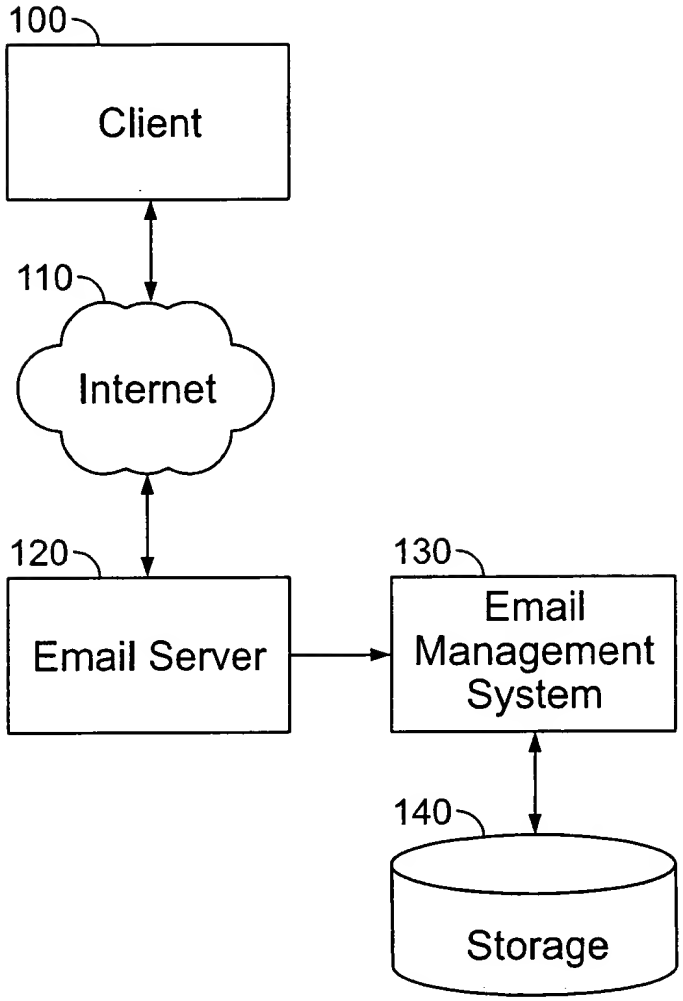


FIG. 1a

COPY

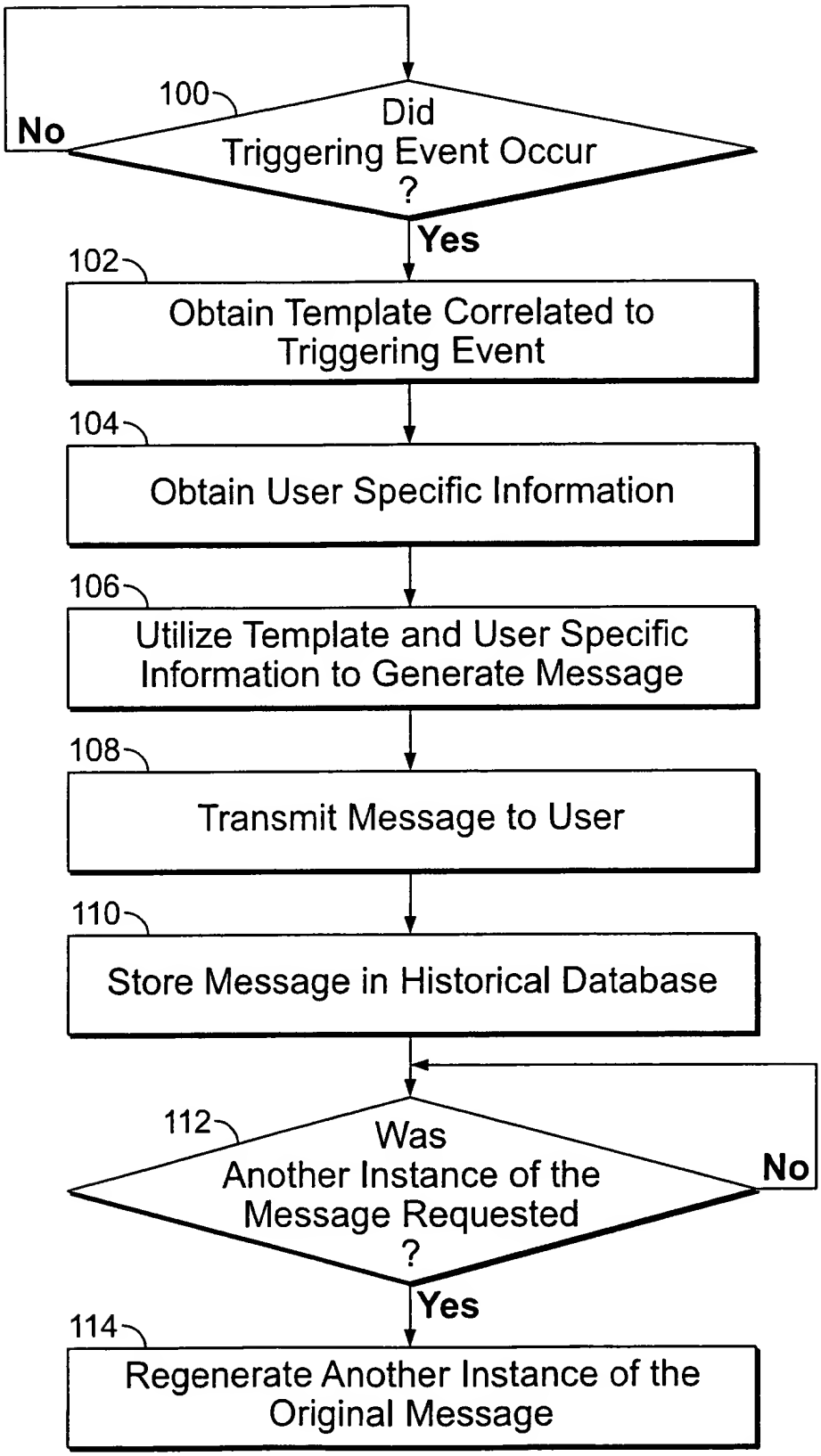

100
Did Triggering Event Occur ?
No
Yes
102
Obtain Template Correlated to Triggering Event
104
Obtain User Specific Information
106
Utilize Template and User Specific Information to Generate Message
108
Transmit Message to User
110
Store Message in Historical Database
112
Was Another Instance of the Message Requested ?
No
Yes
114
Regenerate Another Instance of the Original Message

FIG. 1b

COPY

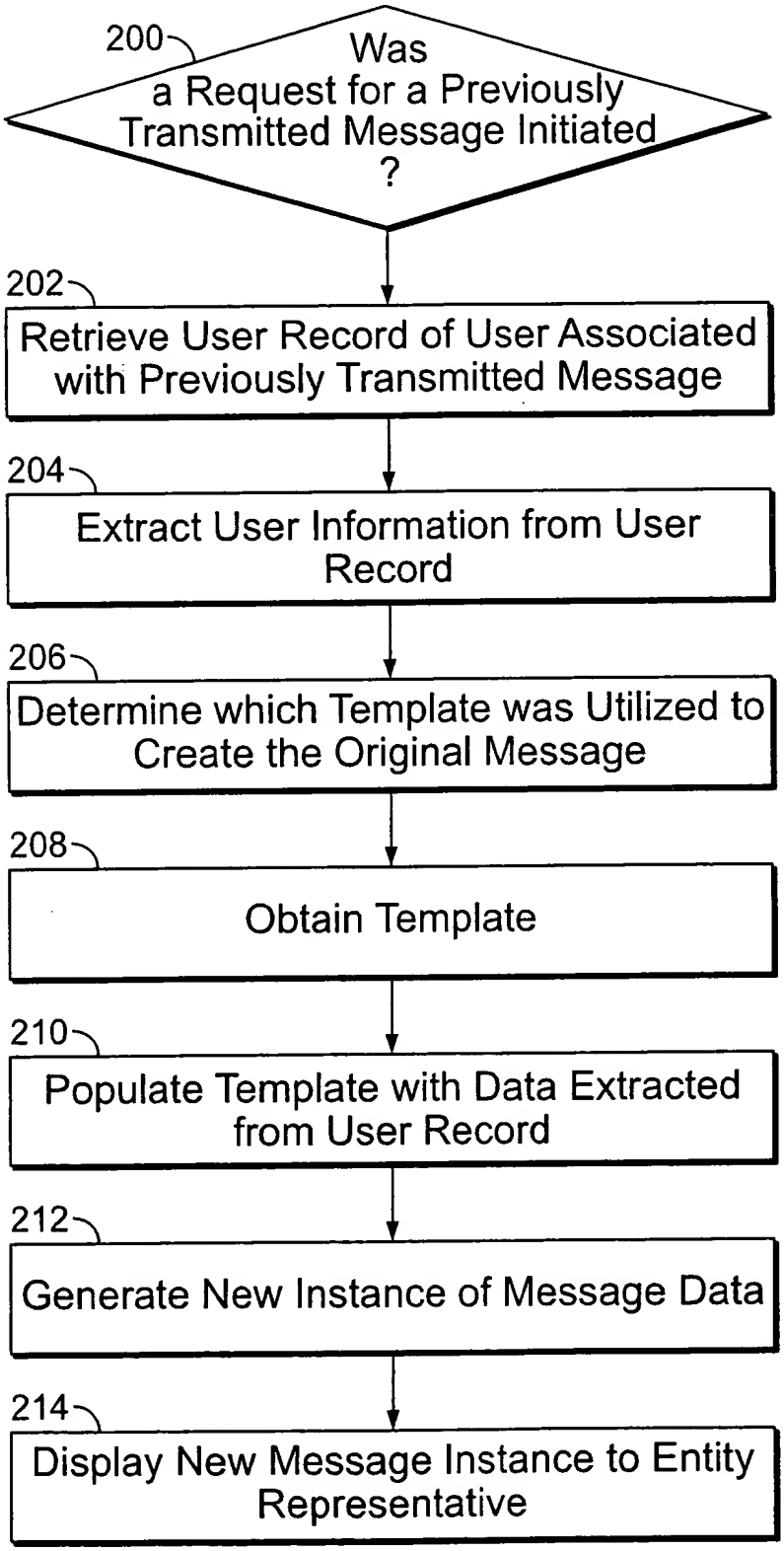

200
Was a Request for a Previously Transmitted Message Initiated ?
202
Retrieve User Record of User Associated with Previously Transmitted Message
204
Extract User Information from User Record
206
Determine which Template was Utilized to Create the Original Message
208
Obtain Template
210
Populate Template with Data Extracted from User Record
212
Generate New Instance of Message Data
214
Display New Message Instance to Entity Representative

FIG. 2

REPLACEMENT SHEET

COPY

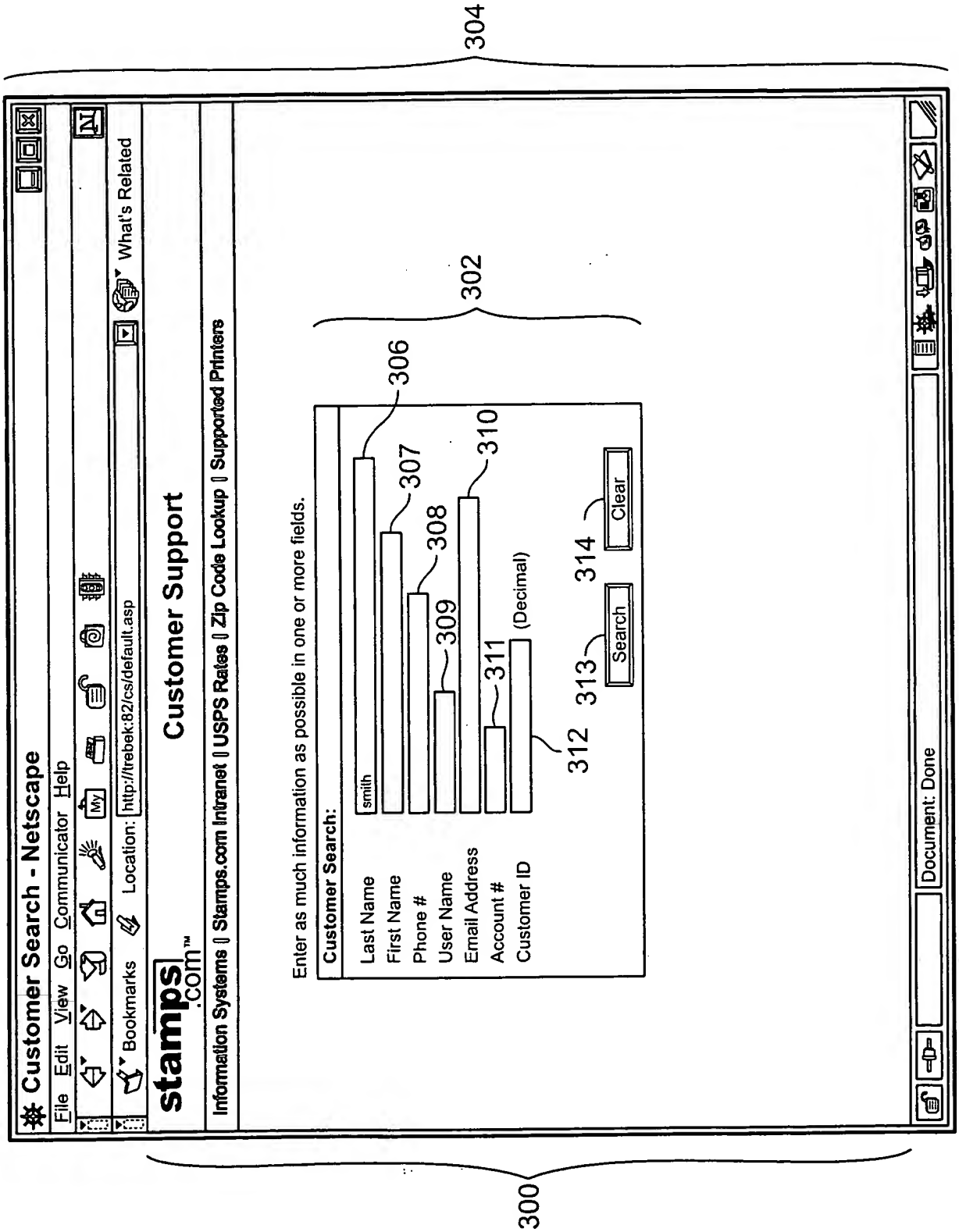
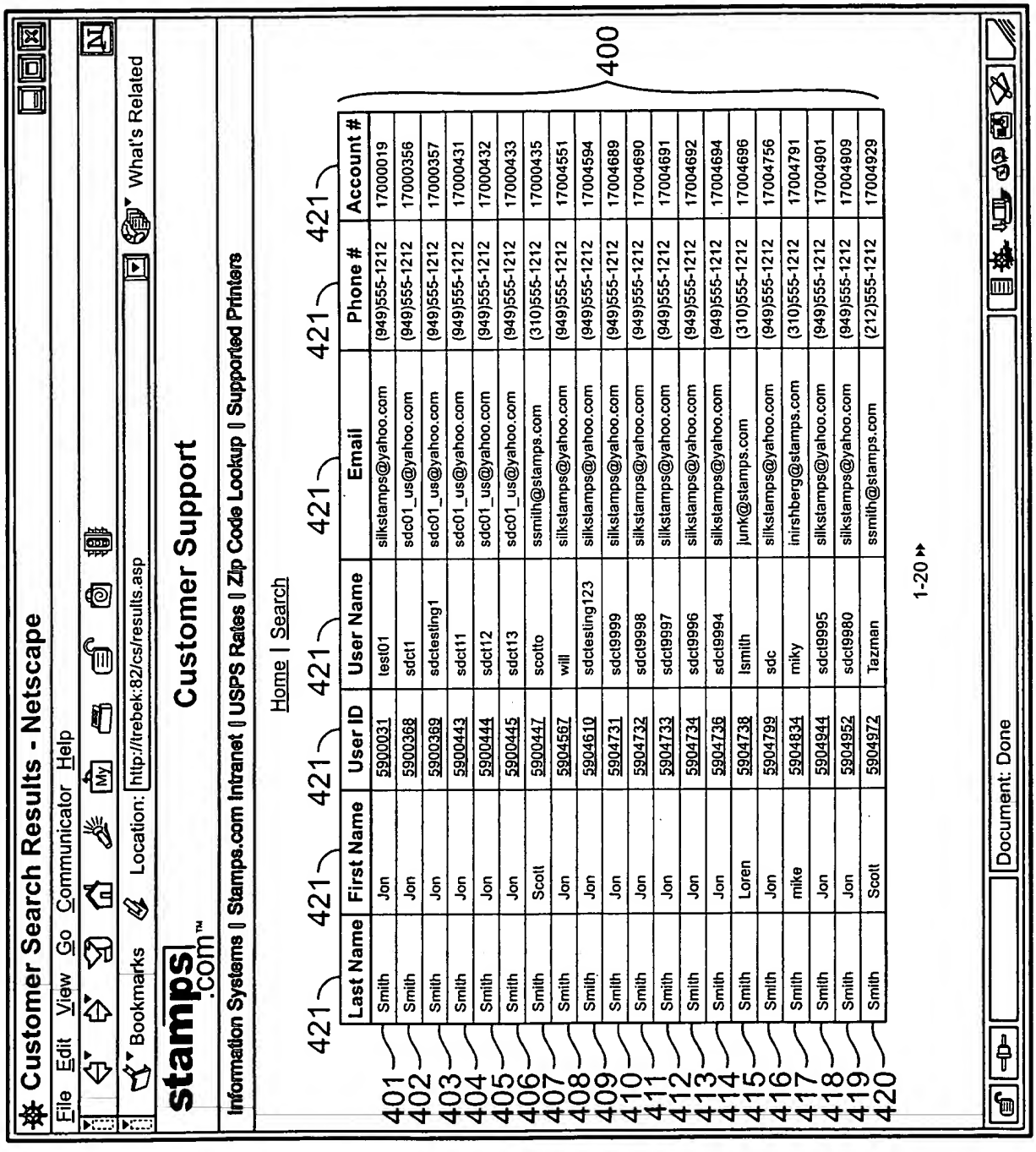


FIG. 3

COPY



Last Name	First Name	User ID	User Name	Email	Phone #	Account #
Smith	Jon	5900031	test01	silkstamps@yahoo.com	(949)555-1212	17000019
Smith	Jon	5900368	sdct1	sdc01_us@yahoo.com	(949)555-1212	17000356
Smith	Jon	5900369	sdctesting1	sdc01_us@yahoo.com	(949)555-1212	17000357
Smith	Jon	5900443	sdct11	sdc01_us@yahoo.com	(949)555-1212	17000431
Smith	Jon	5900444	sdct12	sdc01_us@yahoo.com	(949)555-1212	17000432
Smith	Jon	5900445	sdct13	sdc01_us@yahoo.com	(949)555-1212	17000433
Smith	Scott	5900447	scotto	ssmith@stamps.com	(310)555-1212	17000435
Smith	Jon	5904567	will	silkstamps@yahoo.com	(949)555-1212	17004551
Smith	Jon	5904610	sdctesting123	silkstamps@yahoo.com	(949)555-1212	17004594
Smith	Jon	5904731	sdct9999	silkstamps@yahoo.com	(949)555-1212	17004689
Smith	Jon	5904732	sdct9998	silkstamps@yahoo.com	(949)555-1212	17004690
Smith	Jon	5904733	sdct9997	silkstamps@yahoo.com	(949)555-1212	17004691
Smith	Jon	5904734	sdct9996	silkstamps@yahoo.com	(949)555-1212	17004692
Smith	Jon	5904736	sdct9994	silkstamps@yahoo.com	(949)555-1212	17004694
Smith	Loren	5904738	lsmith	junk@stamps.com	(310)555-1212	17004696
Smith	Jon	5904799	sdc	silkstamps@yahoo.com	(949)555-1212	17004756
Smith	mike	5904834	miky	inirshberg@stamps.com	(310)555-1212	17004791
Smith	Jon	5904944	sdct9995	silkstamps@yahoo.com	(949)555-1212	17004901
Smith	Jon	5904952	sdct9980	silkstamps@yahoo.com	(949)555-1212	17004909
Smith	Scott	5904972	Tazman	ssmith@stamps.com	(212)555-1212	17004929

FIG. 4

REPLACEMENT SHEET

COPY

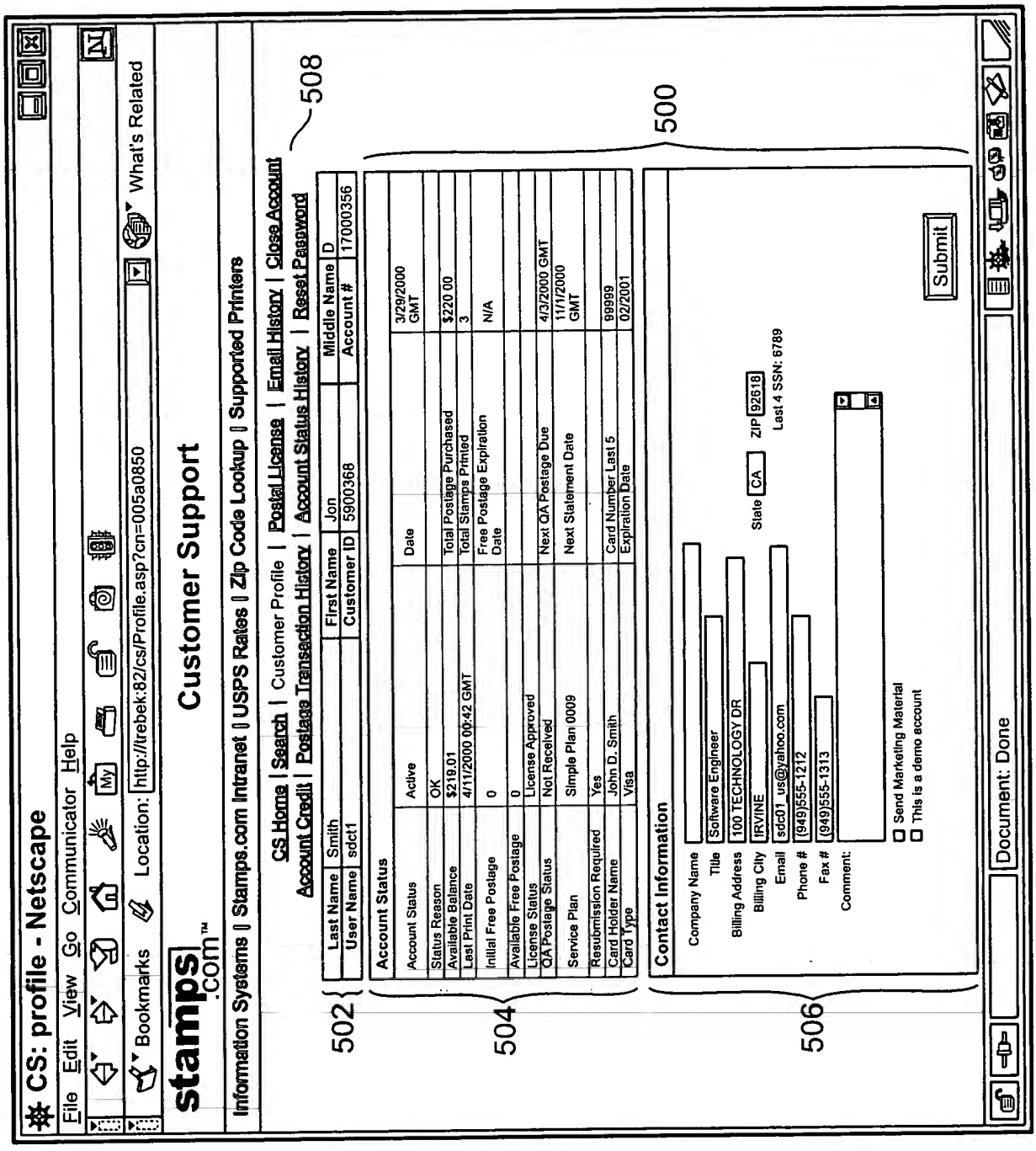


FIG. 5

REPLACEMENT SHEET

COPY

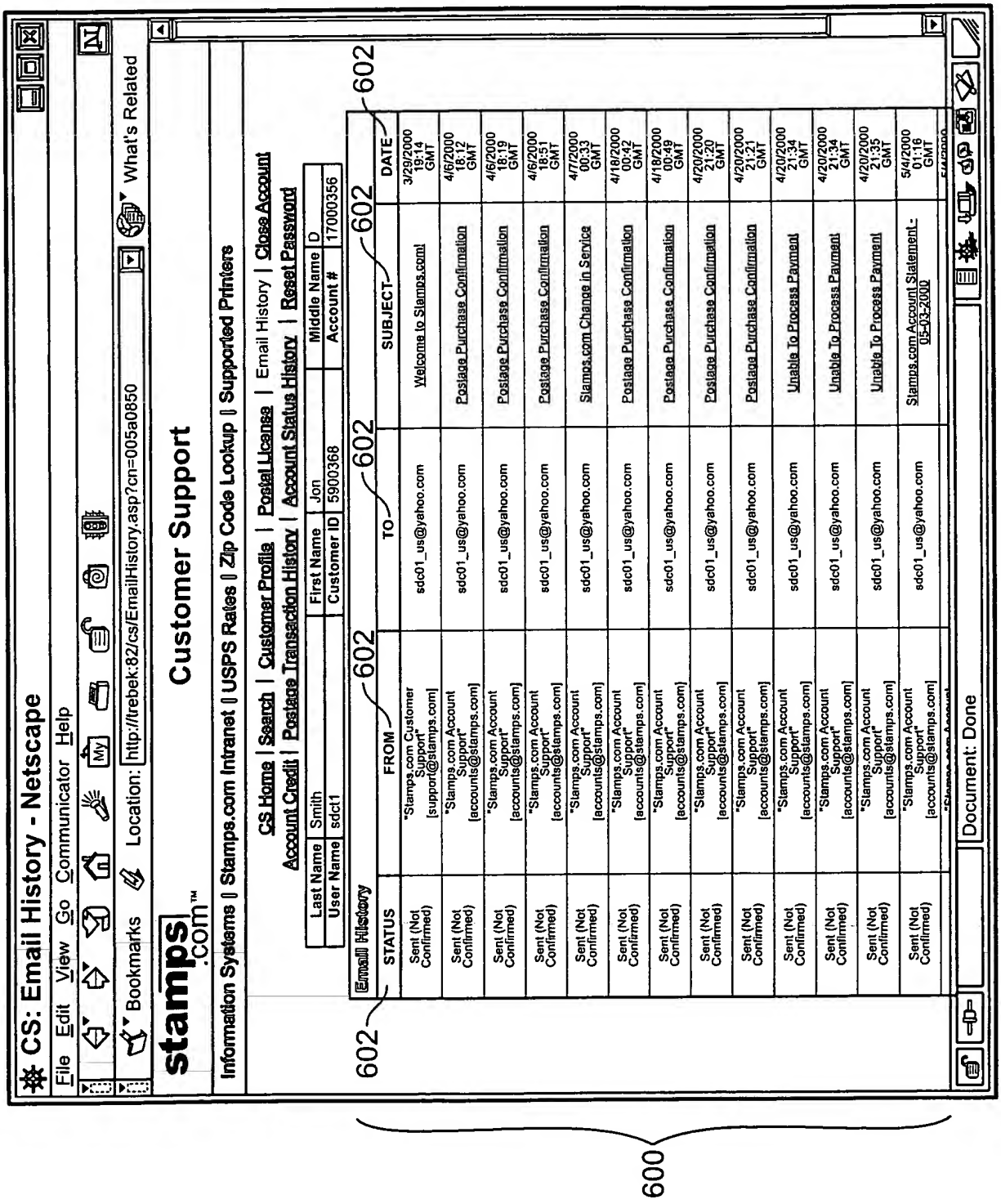


FIG. 6

REPLACEMENT SHEET

COPY

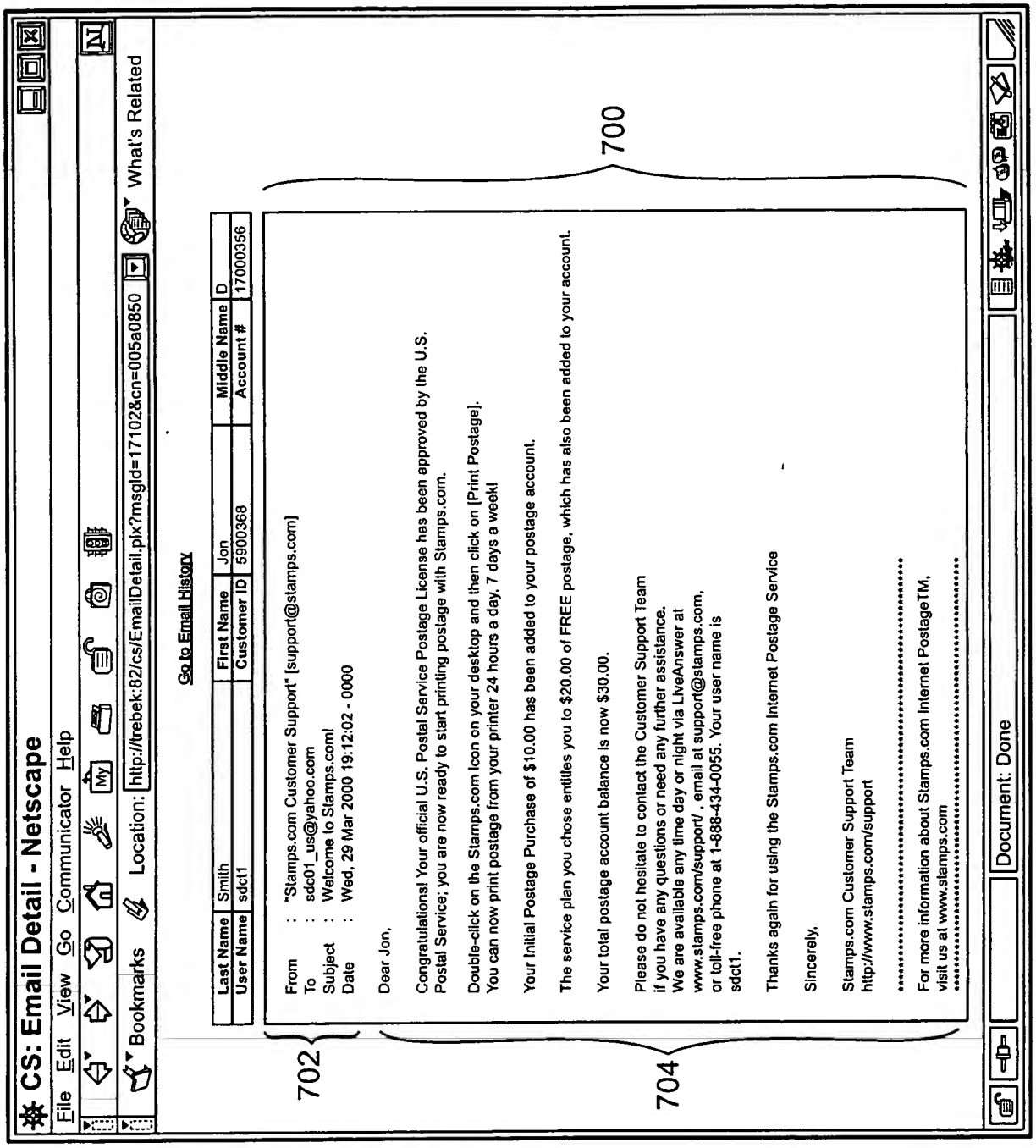


FIG. 7

COPY

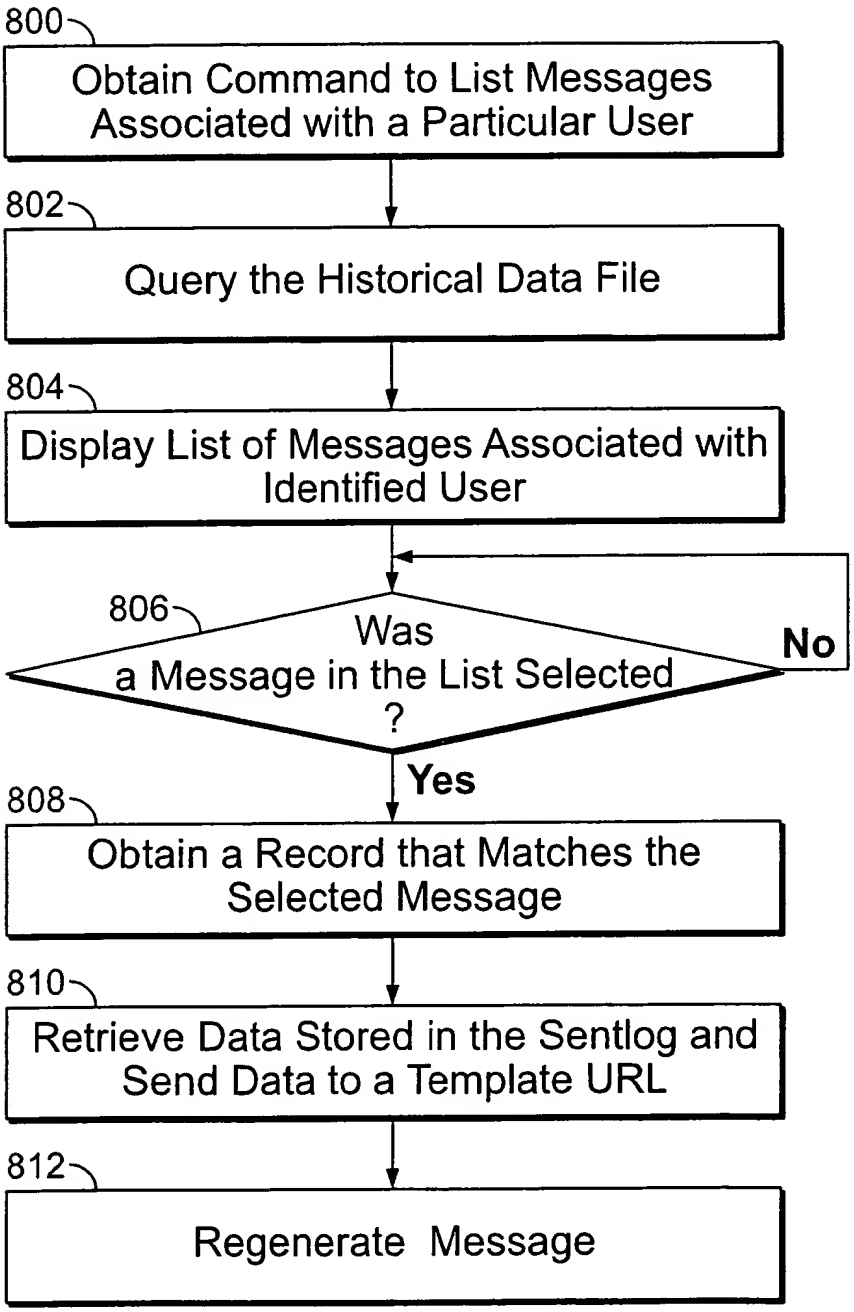

800
Obtain Command to List Messages Associated with a Particular User
802
Query the Historical Data File
804
Display List of Messages Associated with Identified User
806
Was a Message in the List Selected ?
No
Yes
808
Obtain a Record that Matches the Selected Message
810
Retrieve Data Stored in the Sentlog and Send Data to a Template URL
812
Regenerate Message

FIG. 8

COPY

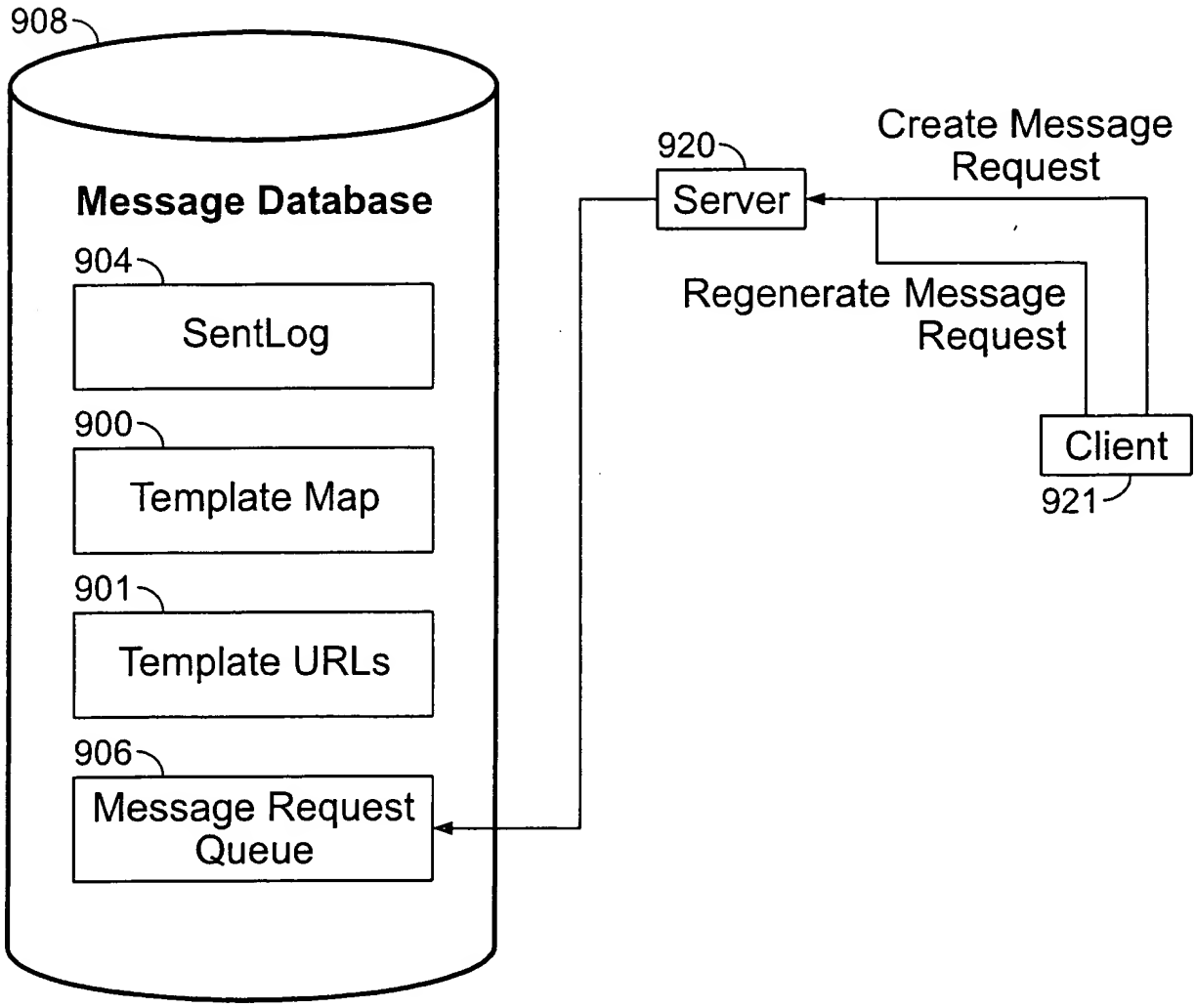

908
Message Database
904
SentLog
900
Template Map
901
Template URLs
906
Message Request Queue
920
Server
Create Message Request
Regenerate Message Request
Client
921

FIG. 9

COPY

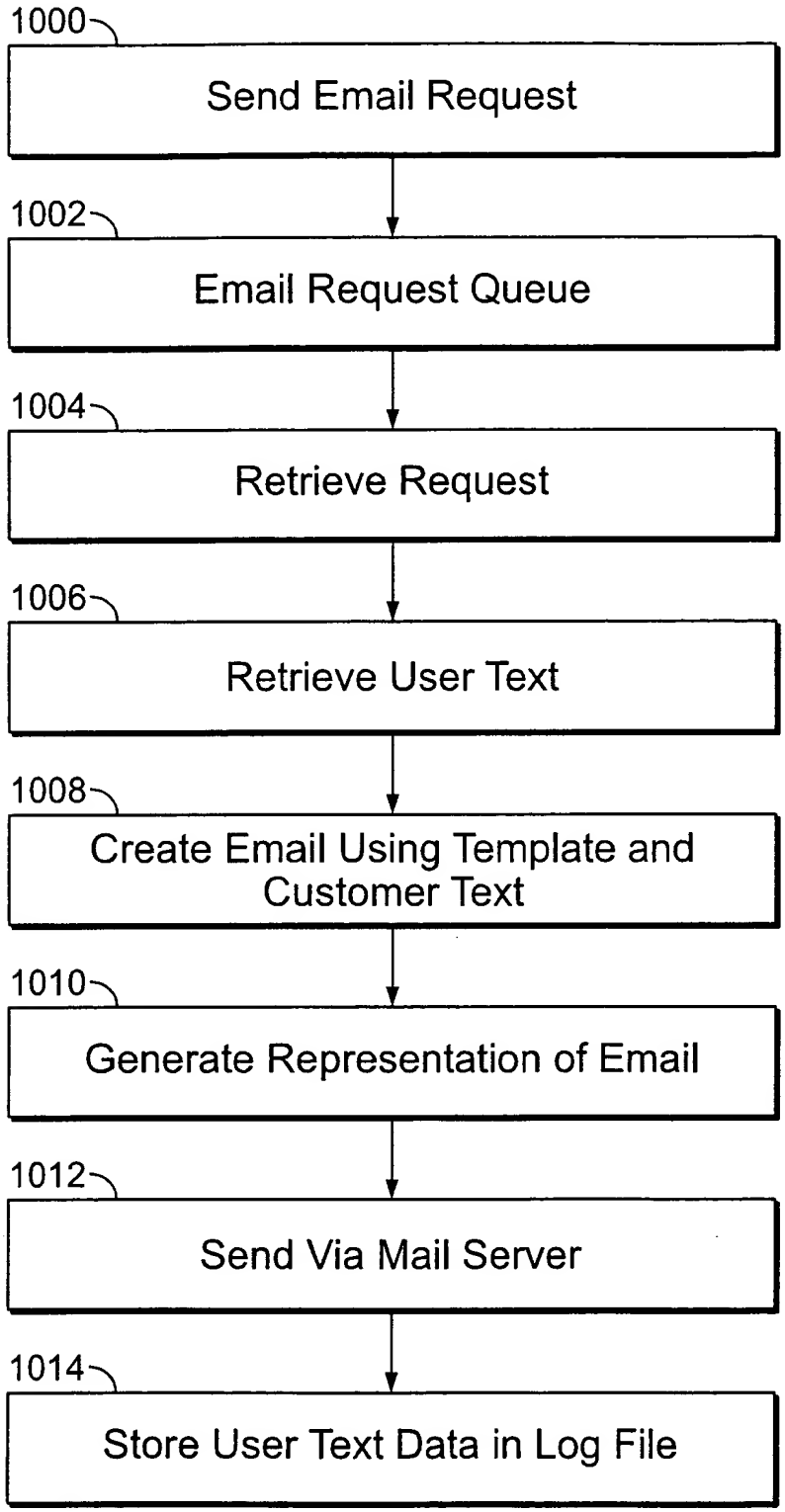

1000
Send Email Request
1002
Email Request Queue
1004
Retrieve Request
1006
Retrieve User Text
1008
Create Email Using Template and Customer Text
1010
Generate Representation of Email
1012
Send Via Mail Server
1014
Store User Text Data in Log File

FIG. 10